

**From:** [Mason, Russell \(NIH/OD/ORS\) \[E\]](#)  
**To:** [Aikens, Michelle \(NIH/OD/ORS\) \[C\]](#)  
**Cc:** [Crawford, John \(NIH/OD/ORS\) \[E\]](#); [Griggs, Christine \(NIH/OD/ORS\) \[E\]](#); [Harman, Carole \(NIH/OD/ORS\) \[E\]](#); [Taylor, Rodney \(NIH/OD/ORS\) \[E\]](#)  
**Subject:** RE: Bldg. 35 Cafeteria  
**Date:** Wednesday, January 29, 2020 10:44:00 PM  
**Attachments:** [image001.png](#)

---

Thanks. Michelle.

Food team – here is the customer's side of the compliant. Please discuss at the next operations meeting.

V/r

Rusty Mason  
Chief, Amenities Programs Branch  
Division of Amenities and Transportation Services, ORS, NIH  
Building 31, Room 1A08  
(301) 443-7127 (P)  
(b)(6) (M)  
<http://dats.ors.od.nih.gov/>



---

**From:** Aikens, Michelle (NIH/OD/ORS) [C] <[michelle.aikens@nih.gov](mailto:michelle.aikens@nih.gov)>  
**Sent:** Wednesday, January 29, 2020 3:51 PM  
**To:** Mason, Russell (NIH/OD/ORS) [E] <[russell.mason@nih.gov](mailto:russell.mason@nih.gov)>  
**Subject:** FW: Bldg. 35 Cafeteria

FYI

---

**From:** Mason, Mel (NIH/NICHD) [C] <[mel.mason@nih.gov](mailto:mel.mason@nih.gov)>  
**Sent:** Wednesday, January 29, 2020 3:43 PM  
**To:** Aikens, Michelle (NIH/OD/ORS) [C] <[michelle.aikens@nih.gov](mailto:michelle.aikens@nih.gov)>  
**Subject:** Bldg. 35 Cafeteria

Hi Michelle,

Thank you for taking my call. I want to apologize for getting emotional on the phone today, I did not mean to but I can be really sensitive at times.

Here is just a recap of the event I mentioned to you.

Today I was appalled by the customer service I received in the cafeteria at my Job at the NIH in bldg. 35.